ServiceCentral

Service Management Sofware for After-Sales Product Support

ServiceCentral Technologies, Inc. provides hosted reverse logistics, service and repair management software solutions that enable companies to transform the service chain into a profit stream. User our software solutions to manage end-to-end service management operations or select portions of the process as needed.

SOLUTIONS:

| Returns Management | Inventory
| Triage | Receiving
| Repair | Shipping
| Refurbishment | Loaners
| Quality Assurance | Exchanges
| Warranty Claims | Field Service

- *Streamline service and repair processes*
- *Real-time business insight into performance*
- *Enhance customer service and communication*
- *Manage equipment and parts usage & inventory*
- *Optimize warranty management & claims*
- *Change Business Processes via Configuration*

INDUSTRIES

Wireless/Cellular | Consumer Electronics | High-Tech | Cable/MSO | Telecom | Medical | Security

BUSINESS MODELS

Wireless Carriers | Authorized Service Centers | OEM/Manufacturers | 3PLs | Service Providers | Retailers

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ServiceCentral's Service Management Software Suite™

Service Management Software for end-to-end after-sales product support

ServiceCounter™
Module for retail stores, service counters and customer service centers to track and manage returns and service of customer product.

RepairCenter™
Module for repair and refurbishment centers to manage service and repair of product, track parts consumption and submit OEM warranty claims.

ReturnsManager™
Module for 3rd party servicers and consumer self service to submit and track the returns and service of approved product and parts.

InventoryManager™
Module for parts and equipment inventory management, from orders and receiving to stock transfers and adjustments across unlimited locations.

ServiceManager™

Workflow Management   System Administration   Data Configuration

Central component and engine of ServiceCentral's Service Management Software Suite™.
Includes the user interface for system setup, administration and configuration of all ServiceCentral modules.

ServiceIntelligence™

Ad Hoc Reporting   Management Dashboard   Standard Reporting

Robust reporting tools for comprehensive data analysis, management insight and business intelligence.

ServicePortals™
Standard and custom developed portals that provide online views into the service management process for customers, partners and vendors.
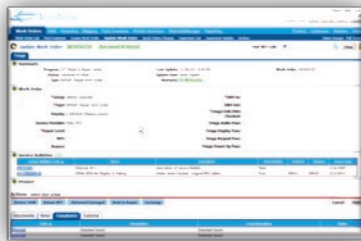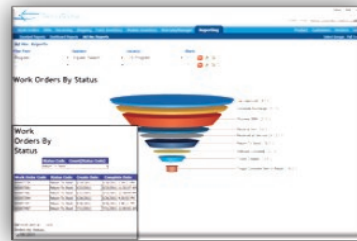
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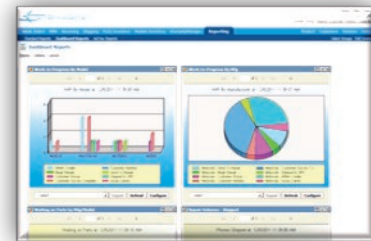info@servicecentral.com
www.servicecentral.com

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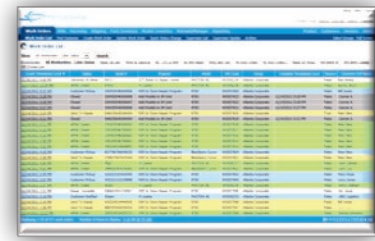
Work Order List

Work Order Detail

Ad Hoc Report

Dashboard Reporting

Unlimited Workflows & Custom Fields

Support each business program with a unique workflow, data capture and validation set to realize maximum efficiencies and achieve excellence in customer service.

Management Dashboard

Real-time graphical reporting with drill-down views for key performance and operations metrics (WIP, user productivity & product repair analysis).

Customizable, Multi-Lingual Interface

Build each work order screen to display only content pertinent to the workflow and applicable business need. Multi-language capability enables global use.

Fast Data Entry

Support of barcode technology and fast data entry methods to enable accurate high volume processing.

Data Integrity

Configurable data validations enforce users to collect information as it is needed within a workflow and ensures the accuracy of data as it is entered.

System Security & Access Flexibility

Complete control of security role creation and feature/ function access provides unique views for all user types and business models.

Robust Configuration & Administration

Administrative users configure and maintain the application enabling the business to tailor the solution without involving IT or changes to core code.

Ad Hoc & Standard Reporting

Design, format, and schedule delivery of reports with user-customizable ad hoc reports or our parameter driven set of industry standard .NET reports.

Warranty Management

Leverage product and repair data for client, OEM and 3rd Party Servicer relations. Automate warranty claims processing based on specific OEM requirements.

Implementation Flexibility

Hosted solutions provide ease of deployment and low TCO. Additional licensing options including onsite installation to fit any business model requirements.

Web-based Architecture

Web-based application design minimizes support requirements and is scalable for any size of organization.

Integrated & Custom Solutions

Standard set of web services support integration CRM, ERP, and other business systems. Custom Business Logic framework enables business rule customizations without core code changes.

Hosted or In-House
Our premier hosting facility ensures operational reliability 24-7.
In-house options are available.

Fast Deployments
Hosted solutions provide faster, easier & cost effective deployments.

Professional Services
All projects are assigned a team of professionals with product and industry expertise to ensure success.

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